



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

Illinois Bell Telephone Company
for quarter ending September 30, 2009

Performance Data	July	August	September	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	1.93	1.77	1.80	1.83
B. Operator Answer Time - Information [730.510(a)(1)]	4.52	4.08	3.73	4.11
C. Repair Office Answer Time [730.510(b)(1)]	23.88	29.51	42.10	31.83
D. Business or Customer Service Answer Time [730.510(b)(1)]	25.50	66.65 *	50.70	47.62
E. Percent of Service Installations [730.540(a)]	95.97%	96.41%	94.72%	95.66%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	95.68%	95.24%	95.83%	95.57%
G. Trouble Reports per 100 Access Lines [730.545(a)]	1.50	1.58	1.45	1.51
H. Percent Repeat Trouble Reports [730.545(c)]	8.81%	8.01%	5.18%	7.59%
I. Percent of Installation Trouble Reports [730.545(f)]	15.80%	17.18%	5.28%	12.78%
J. Missed Repair Appointments [730.545(h)]	955	996	864	938
K. Missed Installation Appointments [730.540(d)]	271	349	331	317

Comments



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